

# Class 12 Home Science PYQ

## HE2: Catering and Food Service Management

CLASS 12 | HOME SCIENCE

CHAPTER 14 | PYQ

### Catering and Food Service Management

Board-style chapterwise practice for 2026-27  
Menu planning, hygiene, costing and service quality

**MENU**  
PLAN

**PYQ**  
REVISION

**SAFE**  
SERVICE

**PDF**  
FREE

**PYQ PDF | FOOD SERVICE REVISION**

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Chapter-wise board-style practice for the 2026-27 syllabus. This pack is prepared from NCERT themes because the local chapterwise PYQ sheet has no Class 12 Home Science worksheet.

**Source note:** This is not a reproduced board-paper extract. It is a transparent NCERT-theme-based practice set covering catering, menu planning, purchasing, storage, hygiene, cost control, staff supervision and service quality.

| Section              | Marks   | Count |
|----------------------|---------|-------|
| Very Short Answer    | 1 mark  | 8     |
| Short Answer         | 2 marks | 6     |
| Three-Mark Questions | 3 marks | 6     |
| Long Answer          | 5 marks | 4     |
| Case-Based Practice  | 4 marks | 3     |

### Very Short Answer

1 mark

- 1 Define catering.
- 2 What is food service management?
- 3 Name one type of food service establishment.

- 4 What is menu planning?
- 5 State one reason why hygiene is important in catering.
- 6 What is portion control?
- 7 Name one equipment used in a food service unit.
- 8 What is customer service in catering?

### Short Answer

2 marks

- 1 Write two differences between domestic cooking and catering.
- 2 Mention two points considered while planning a menu for a food service unit.
- 3 Why is cost control important in catering management?
- 4 Write two responsibilities of a food service manager.
- 5 Mention two personal hygiene practices required for food handlers.
- 6 How does standardisation of recipes help a catering unit?

### Three-Mark Questions

3 marks

- 1 Explain three objectives of catering and food service management.
- 2 Describe three factors that affect menu planning in a canteen or cafeteria.
- 3 How do purchasing, storage and preparation influence food quality?
- 4 Explain the importance of cleanliness, safe water and waste disposal in food service.
- 5 Describe three ways in which a manager can maintain service quality.
- 6 Why should food service units balance nutrition, cost and customer preference?

### Long Answer

5 marks

- 1 Discuss the meaning, scope and importance of catering and food service management.
- 2 Explain the main steps in running a food service operation from menu planning to service.
- 3 Describe how hygiene, safety, equipment, staff training and supervision are connected in catering.
- 4 Analyse the role of catering services in schools, hospitals, hostels, workplaces and events.

**Case-Based Practice**

4 marks

- 1** A school canteen wants to serve nutritious snacks at a reasonable price. Suggest four management points it should follow.
- 2** A catering unit receives complaints about late service and uneven portions. Mention four corrective steps.
- 3** A hospital food service has to serve patients with different needs. Explain four factors it should consider while planning meals.

## Quick Revision Grid

Use before attempting the PDF

**Food Service Management Flow**

Use this sequence to organise catering answers

**Plan**

menu, budget, staff, equipment and customer needs

**Procure**

purchase, receive and store safe raw materials

**Prepare**

standard recipes, hygiene, portion control and timing

**Serve**

presentation, feedback, waste control and service quality

**Strong answers connect food quality with cost, safety and service.**

| Topic           | Must revise                                                      | Common error to avoid                             |
|-----------------|------------------------------------------------------------------|---------------------------------------------------|
| Catering        | bulk food preparation and service for groups or institutions     | Writing only home cooking points                  |
| Menu planning   | nutrition, cost, customer preference, season and equipment       | Ignoring budget and service context               |
| Food safety     | personal hygiene, clean equipment, safe water and waste disposal | Listing cleanliness without food-safety reason    |
| Cost control    | purchase, storage, standard recipe and portion control           | Confusing cost control with low quality food      |
| Service quality | timely service, supervision, feedback and staff coordination     | Not linking management with customer satisfaction |

**Answer Writing Map**

For 3 and 5 mark questions

**Catering PYQ Answer Map****1****Start with the food service context: school, hospital, hostel or event****2****Mention planning: menu, budget, equipment, staff and customer needs****3****Add control points: hygiene, portion size, purchase and storage****4****Close with outcomes: safe food, cost control and satisfied customers****Avoid writing only recipes. Explain how the service is managed.**

- Start with the exact service context, such as school canteen, hospital kitchen, hostel mess or event catering.
- Add planning points like menu, budget, raw material purchase, staff duty and equipment.
- Use management terms such as standard recipe, portion control, hygiene, supervision and feedback.
- Close with safe food, better nutrition, cost control, punctual service or customer satisfaction.